

# Services Guide

When you need computer or telephone-related support or services, use the guidelines below to route your request.

## **Service Catalog (OrderNow!)**

Agencies' authorized users access the Service Catalog via the GETS Web Portal, <https://www-01.ibm.com/services/connect/portal>. Consult your Agency Lead.

*Areas addressed:*

### **Order new equipment and services**

- computers
- monitors
- printers
- telephones
- audio conferencing
- remote VPN
- LAN port
- WAN
  
- special projects / services

### **Change existing equipment and services**

- install and/or move
  - computer hardware and peripherals
  - local printer
  - network printer (and access to)
  - telephone
  - computer software
- full office move
- computer settings / configurations
- computer component upgrades
- access to applications; accounts

## **Consolidated Service Desk**

Call **1-877-GTA-3233** for help with issues, problems, break/fix.

*Areas addressed:*

### **Computers**

- password resets
- log-in assistance
- connectivity to State applications and Websites
- defective/broken equipment
- irregular system software operation

### **Telecom**

- service outage
- degraded service
- general telephone support
- LAN connectivity
- WAN connectivity